

Maui County Wireless E9-1-1 Status Report

March 1, 2010 – March 31, 2010

• PSAP Operations

9-1-1 Call Volume – March 2010

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,295	2,807	33.8%	5,488	66.2%
MOLOKAI	298	185	62.1%	113	37.9%

(*) Totals are based on calls to primary PSAP.

9-1-1 Call Volume – Calendar Year 2010

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March	8,295	2,807	33.8%	5,488	66.2%	0	0.0%	1,446	17.4%
February	7,424	2,606	35.1%	4,818	64.9%	0	0.0%	1,281	17.3%
January	8,228	2,946	35.8%	5,280	64.2%	2	0.0%	1,464	17.8%
TOTAL YTD	23,947	8,359	34.9%	15,586	65.1%	2	0.0%	4,191	17.5%
AVG PER MO	7,982	2,786		5,195		1		1,397	
Note:	Total Calls include Administrative calls that are not direct 911 calls.								

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• PSAP Operations (continued)

9-1-1 Call Volume – Calendar Year 2010 (continued)

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March	298	185	62.1%	113	37.9%	0	0.0%	52	17.4%
February	248	166	66.9%	82	33.1%	0	0.0%	46	18.5%
January	228	137	60.4%	90	39.6%	1	0.4%	47	20.6%
TOTAL YTD	774	488	63.1%	285	36.9%	1	0.1%	145	18.7%
AVG PER MO	258	163		95		0		48	
<u>Note:</u>		Total Calls include Administrative calls that are not direct 911 calls.							

Notes:

- (1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.
- (3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

Wireless Test – March 2010

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By:
03/02/10	Sprint/Nextel	Maui	6	12	Maui PSAP/Akimeka
03/08/10 – 03/09/10	Sprint/Nextel (Connectivity Testing)	Maui	1	2	Maui PSAP/Akimeka
03/08/10 – 03/09/10	Sprint/Nextel (Connectivity Testing)	Lanai	1	2	Maui PSAP/Akimeka
03/08/10 – 03/09/10	Sprint/Nextel (Connectivity Testing)	Molokai	1	2	Molokai PSAP/Akimeka
03/11/10	T-Mobile	Maui	2	4	Maui PSAP/Akimeka

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• PSAP Operations (continued)

03/01/10 -- Ongoing Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble.

The projected completion date was pushed out to allow for the completion and testing of the rehomeing and network upgrade project across the Neighbor Islands.

Once all of the Neighbor Islands have been successfully tested, AT&T Mobility will coordinate with Intrado to update the CGI information to allow for tower information (addressing) to display when rebidding or transferring to a secondary PSAP.

03/01/10 -- Ongoing Akimeka personnel distributed updates, hearing notices and support for bills involving 9-1-1 to the Neighbor Island PSAPs. Currently pending legislation is SB2695 and HB2542 - Transfer of Non-General Funds and HCR No. 281 -- Requesting an Audit of the Wireless Enhanced 9-1-1 Fund.

03/01/10 -- Ongoing Akimeka personnel and Intrado continue to work on OnStar calls display issues. The current network being used is unable to display the additional information in the "driving instructions" field. Discussions and compromise are under review.

03/05/10 Akimeka personnel shared information and websites highlighting National Public Safety Telecommunications Week, April 11-17, 2010, with the Neighbor Island PSAPs.

03/08/10 -- 03/12/10 Akimeka personnel worked with Lieutenant Faamu and Kevin Kuwahara from Hawaiian Telcom, Inc. (HTI) to resolve Maui's PBX stats issues. HTI's technician assisted Lieutenant Faamu to retrieve February 2010 statistics which he thought he had lost.

03/17/10 -- Ongoing Akimeka personnel continue to work with the Neighbor Island PSAPs regarding the Safelink certification. Safelink is a program being introduced by Tracfone which will allow 80 free wireless minutes per month to qualified low income subscribers.

The certification being requested is to document that Tracfone has provided letters from each of the wireless service providers they subscribe to and that 9-1-1 service will be processed equally between Tracfone and Safelink subscribers.

Akimeka personnel is reviewing and will be providing the Neighbor Island PSAPs will a recommendation by April 15, 2010.

Tracfone/Safelink would like to receive the certification from each of the PSAPs by April 30, 2010. If no certification is received, Tracfone/Safelink will self-certify and implement on May 13, 2010.

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• MSAG

Current Month – March 2010

									(a)	(b)	
2010		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
MAUI COUNTY	173	168	40	44	31	46	7	1	5	1	1
Revised categories and report format changes effective April 2009.											

A total of 173 transactions were made on the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

During the month of March 2010, 168 change requests were completed on the Maui County MSAG database. There currently exists one (1) request in Suspended status, with one (1) TN affected. The location remains unknown.

Additionally, in the month of March 2010, efforts were focused on the review and clean-up of Lanai. A street name comparison was performed between the Lanai Street Centerlines and MSAG database records to: 1) ensure all necessary streets listed in the street centerline exist in the MSAG database, and 2) identify any streets in the MSAG database unsynchronized with and/or not included in the street centerline database. All 30 issues identified were researched and necessary action taken. This comparison will be periodically performed to ensure continuous street name synchronization between the Street Centerline and MSAG databases.

Year-to-Date (YTD) – 2010

									(a)	(b)	
MAUI COUNTY		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	173	168	40	44	31	46	7	1	5	1	1
February	117	104	19	4	51	27	3	0	13	1	1
January	138	125	58	14	13	21	19	0	13	2	7
TOTAL YTD	428	397	117	62	95	94	29	1	31		
AVG PER MO	143	132	39	21	32	31	10	0	10		
(*) Applies to Change, Delete and Insert categories											

Notes: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests identified by Akimeka and submitted to Intrado to correct the customer records and/or MSAG.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

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- Mapping Layers Updated/Loaded Into GIS – March 2010**

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers	Maui	03/23/10			Per Nextel CRSS
	Maui	03/16/10			Per Nextel CRSS
	Maui	03/10/10			Per T-Mobile TVW
	Maui	03/09/10			Per Sprint TVW
	Maui	03/03/10			Per Verizon Wireless CRSS
Street Centerlines					
Address Points	Maui	03/31/10			
	Maui	03/30/10			
	Maui/Molokai	03/29/10			
	Maui/Molokai	03/26/10			
	Maui/Molokai	03/25/10			
	Maui/Molokai	03/24/10			
	Maui	03/19/10			
	Maui	03/16/10			
	Maui	03/15/10			
	Maui	03/12/10			
	Maui	03/10/10			
	Maui	03/09/10			
	Maui	03/08/10			
	Maui	03/05/10			
	Maui	03/04/10			
	Maui	03/03/10			
	Maui	03/02/10			
	Maui	03/01/10			
Pseudo Address Points	Maui	03/31/10			
	Molokai	03/24/10			
	Maui	03/12/10			
	Maui	03/11/10			
	Maui	03/10/10			
	Maui	03/04/10			
Parcels					
Airports					
Bridges					
Cane Fields					

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

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- Mapping Layers Updated/Loaded Into GIS – March 2010 (continued)**

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Coastal Names	Maui/Molokai	03/22/10			
	Maui/Molokai	03/19/10			
	Maui	03/16/10			
Common Places					
Communities					
Emergency Callboxes					
EMS Zones					
Fire Beat Boundaries					
Fire ESZ					
Fire Stations	Maui			03/03/10	
	Maui/Molokai	03/02/10			
Fire Sub Zones					
Fire Zones					
Food & Beverage					Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Gate Codes	Maui	03/10/10			
	Maui	03/03/10		03/03/10	
High Resolution Imagery					
Hospitals					
Hotels					
Medic Beat Boundaries					
Medic Stations					
Milepost Markers					
National and State Parks					
Ocean Rescue Boundaries					
Park Polygon					
Police Beat Boundaries					

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

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- Mapping Layers Updated/Loaded Into GIS – March 2010
(continued)

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Police Dispatch Group (District)					
Police ESZ					
Police Reporting Areas					
Police Stations	Maui			03/03/10	
	Maui/Molokai	03/02/10			
Points of Interest					
	Maui/Molokai	03/15/10			
	Maui/Molokai	03/12/10			New layer created.
Ponds					
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Schools					
Subdivisions	Maui	03/23/10			
	Maui	03/19/10			
Tow Truck					
Towns					
Trails					
Tsunami Evacuation Zones	Maui	03/15/10			

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Note: The Parcels layer is provided by Maui County. Akimeka does not perform any edits on the spatial information of the layer. Changes to the attribute table are made when needed. Akimeka uploads the layers into the Akimeka GIS Server and PSAP GIS Server accordingly.

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March 1, 2010 – March 31, 2010

- Mapping Layers Updated/Loaded Into GIS – March 2010**
(continued)

Current Month GIS Activities – March 2010

- 03/01/10 -- Akimeka GIS personnel rectified condo maps to add address points for
03/15/10 condo/apartment units.
- 03/03/10 Akimeka GIS personnel have been working with the Maui PSAP dispatchers on resolving discrepancies on common place locations and names. A list of common place discrepancies were sent to the Maui PSAP for review.
- 03/03/10 Akimeka GIS personnel adjusted the zoom levels in the configurator for certain layers, i.e., address points. The default map zoom level was also adjusted.
- 03/08/10 Akimeka GIS personnel started working on creating PowerMap Training videos for the Maui County PSAPs.
- 03/17/10 -- Akimeka GIS personnel worked on GPSing streets on Maui.
03/18/10

- Service Requests Transactions**

Open Service Requests – March 2010

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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• Service Requests Transactions (continued)

Year-to-Date (YTD) Summary – 2010

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	1	2	0	1	1	0	1	0	0	0	0
February	4	5	1	3	3	1	2	0	0	0	0
January	4	2	2	1	1	3	1	0	0	0	0
TOTAL	9	9	0	5	5	4	4	0	0	0	0
<u>Note:</u>				Open Service Requests reflect what is in pending status at the end of the report month.							

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0
<u>Note:</u>				Open Service Requests reflect what is in pending status at the end of the report month.							

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions